

***Youth Services Survey for Youth  
(YSS-Youth)***

***Central Valley Region Summary Report  
for the  
November 2003 Data Collection Period***

***CHILDREN & YOUTH PERFORMANCE OUTCOMES***



**Broad-Based Evaluation  
Consumer Perception Survey**

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**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Youth (YSS-Youth). This report is a REGIONAL summary of the YSS-Youth (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables highlight demographic items that were collected on the YSS-Youth, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of YSS-Youth consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Youth portion of the survey. **Out of 2,192 Central Valley Region YSS-Youth Surveys submitted, a total of 1,794 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (CENTRAL VALLEY REGION)**

A total of 2,192 YSS-Youth Surveys were submitted for the Central Valley Region.

**REGION**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Central Valley Region	2192	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your gender?” – 44.8% identified themselves as Female, 54.4% as Male and 0.8% as Other. Additionally, 6.5% of the consumers did not respond to this item.

**What is your gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	751	41.9	44.8	44.8
	Male	913	50.9	54.4	99.2
	Other	14	.8	.8	100.0
	Total	1678	93.5	100.0	
Missing	9	116	6.5		
Total		1794	100.0		

**AGE CATEGORY**

For the consumers who responded to the question – “What is your date of birth?” – 8.6% were under age 13, 17.2% were age 13, 18.0% were age 14, 19.4% were age 15, 16.8% were age 16, 12.0% were age 17, 6.7% were age 18-21 and 1.4% were older than 21. Additionally, 5.6% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 13	145	8.1	8.6	8.6
	13	292	16.3	17.2	25.8
	14	304	16.9	18.0	43.8
	15	328	18.3	19.4	63.1
	16	285	15.9	16.8	80.0
	17	203	11.3	12.0	92.0
	18-21	113	6.3	6.7	98.6
	over 21	23	1.3	1.4	100.0
	Total	1693	94.4	100.0	
Missing	System	101	5.6		
Total		1794	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long have you received services here?” – 3.3% reported that it was their first visit; 8.4% reported that they had had more than one visit, but that they had received services for less than one month; 12.6% reported having received services for 1-2 months; 17.5% reported having received services for 3-5 months; 21.1% reported receiving services for 6 months to 1 year and 37.1% reported receiving services for more than one year. Additionally, 32.3% of the consumers did not respond to this item.

**How long have you received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	40	2.2	3.3	3.3
	> 1 visit, but < one month	102	5.7	8.4	11.7
	1 to 2 months	153	8.5	12.6	24.3
	3 to 5 months	212	11.8	17.5	41.8
	6 months to 1 year	256	14.3	21.1	62.9
	More than 1 year	451	25.1	37.1	100.0
	Total	1214	67.7	100.0	
Missing	9	580	32.3		
Total		1794	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Youth Survey, 36.8% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

**Are you of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	927	51.7	63.2	63.2
	Yes	539	30.0	36.8	100.0
	Total	1466	81.7	100.0	
Missing	Unknown	328	18.3		
Total		1794	100.0		

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Youth Survey, 54.3% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	819	45.7	45.7	45.7
	Yes	975	54.3	54.3	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 15.3% of the consumers identified themselves as being “Black / African American.”

**Is your race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1519	84.7	84.7	84.7
	Yes	275	15.3	15.3	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 2.5% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1750	97.5	97.5	97.5
	Yes	44	2.5	2.5	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 9.5% of the consumers identified themselves as being “American Indian / Alaskan Native.”

**Is your race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1624	90.5	90.5	90.5
	Yes	170	9.5	9.5	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 2.8% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

**Is your race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1743	97.2	97.2	97.2
	Yes	51	2.8	2.8	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 22.2% of the consumers identified themselves as being “Other.”

**Is your race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1395	77.8	77.8	77.8
	Yes	399	22.2	22.2	100.0
	Total	1794	100.0	100.0	

On the YSS-Youth Survey, 3.1% of the consumers identified themselves as being “Unknown.”

**Is your race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1739	96.9	96.9	96.9
	Yes	55	3.1	3.1	100.0
	Total	1794	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Youth Survey, 98.7% of the consumers responded using the English version of the YSS-Youth Survey and 1.3% used the Spanish version. *Note: The YSS-Youth Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1771	98.7	98.7	98.7
	Spanish	23	1.3	1.3	100.0
	Total	1794	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Youth Survey, 96.6% of the consumers responded that the services they received were provided in the language they preferred and 94.6% responded that written information was available in their preferred language. Additionally, 9.1% and 9.9% of the consumers did not respond to these items, respectively.

**Were the services you received provided in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	3.1	3.4	3.4
	Yes	1575	87.8	96.6	100.0
	Total	1630	90.9	100.0	
Missing	Unknown	164	9.1		
Total		1794	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	87	4.8	5.4	5.4
	Yes	1530	85.3	94.6	100.0
	Total	1617	90.1	100.0	
Missing	Unknown	177	9.9		
Total		1794	100.0		

**JUVENILE JUSTICE SYSTEM INVOLVEMENT**

For the November 2003 survey period, 92.6% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the YSS-Youth Survey. Additionally, 6.7% of the consumers did not respond to this item.

**In the past MONTH, how many times have you been arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1549	86.3	92.6	92.6
	1 arrest	81	4.5	4.8	97.4
	2 arrests	24	1.3	1.4	98.9
	3 arrests	6	.3	.4	99.2
	4 or more arrests	13	.7	.8	100.0
	Total	1673	93.3	100.0	
Missing	9	121	6.7		
Total		1794	100.0		

**SCHOOL ATTENDANCE**

For the consumers who responded to the question – “How often were you absent from school during the past month?” – 40.1% indicated 1 day or less, 13.6% indicated 2 days, 16.9% indicated 3-5 days, 5.0% indicated 6-10 days, 4.5% indicated more than 10 days, 10.7% did not remember and 9.2% indicated that the question did not apply to them or that they were not in school. Additionally, 7.4% of the consumers did not respond to this item.

**How often were you absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	666	37.1	40.1	40.1
	2 days	226	12.6	13.6	53.7
	3-5 days	281	15.7	16.9	70.6
	6-10 days	83	4.6	5.0	75.6
	More than 10 days	75	4.2	4.5	80.1
	Do not remember	177	9.9	10.7	90.8
	Not Applicable / Not In School	153	8.5	9.2	100.0
	Total	1661	92.6	100.0	
Missing	9	133	7.4		
Total		1794	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Youth Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Youth Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 60.2% of the consumers responded that they did not need any help in completing the YSS-Youth Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	714	39.8	39.8	39.8
	Yes	1080	60.2	60.2	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 4.7% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Youth Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1710	95.3	95.3	95.3
	Yes	84	4.7	4.7	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 2.6% of the consumers responded that another mental health consumer helped them complete the YSS-Youth Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1747	97.4	97.4	97.4
	Yes	47	2.6	2.6	100.0
	Total	1794	100.0	100.0	



For the November 2003 survey period, 12.7% of the consumers responded that a member of their family helped them complete the YSS-Youth Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1567	87.3	87.3	87.3
	Yes	227	12.7	12.7	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 2.6% of the consumers responded that a professional interviewer helped them complete the YSS-Youth Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1747	97.4	97.4	97.4
	Yes	47	2.6	2.6	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 10.1% of the consumers responded that a clinician / case manager helped them complete the YSS-Youth Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1613	89.9	89.9	89.9
	Yes	181	10.1	10.1	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 7.5% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Youth Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1660	92.5	92.5	92.5
	Yes	134	7.5	7.5	100.0
	Total	1794	100.0	100.0	

For the November 2003 survey period, 5.9% of the consumers responded that someone else helped them complete the YSS-Youth Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1688	94.1	94.1	94.1
	Yes	106	5.9	5.9	100.0
	Total	1794	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (*if applicable*)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Youth Survey. Of those consumers who were expected to complete a YSS-Youth Survey, but did not, 45.6% of the consumers were reported to have Refused to complete the survey, 7.4% were reported to have an Impairment, 0.3% did not have a survey available in their Language and 46.7% were marked as having an “Other” reason for not completing the survey. Additionally, 12.3% of the YSS-Youth Surveys were missing a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	159	39.9	45.6	45.6
	Impairment	26	6.5	7.4	53.0
	Language	1	.3	.3	53.3
	Other	163	41.0	46.7	100.0
	Total	349	87.7	100.0	
Missing		49	12.3		
Total		398	100.0		

## **Youth Services Survey for Youth (YSS)**

### ***Summary Report***

#### **About the Youth Services Survey for Youth (YSS-Youth)**

The YSS-Youth is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Youth was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Youth is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Youth represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Youth provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Youth portion of the November 2003 YSS-Youth Survey. The YSS-Youth items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Youth subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Youth subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Youth averages and the YSS-Youth subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Youth Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Youth Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

## PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 23.4 % reported that they were Very Satisfied, 48.6% reported they were Satisfied, 19.6% were Neutral, 5.3% were Somewhat Dissatisfied and 3.0% were Dissatisfied. Additionally, 7.2% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	50	2.8	3.0	3.0
	Somewhat Dissatisfied	89	5.0	5.3	8.3
	Neutral	326	18.2	19.6	27.9
	Satisfied	810	45.2	48.6	76.6
	Very Satisfied	390	21.7	23.4	100.0
	Total	1665	92.8	100.0	
Missing	System	129	7.2		
Total		1794	100.0		

## PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 37.0% reported that they were Very Satisfied, 49.5% reported they were Satisfied, 9.8% were Neutral, 2.1% were Somewhat Dissatisfied and 1.6% were Dissatisfied. Additionally, 9.3% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	26	1.4	1.6	1.6
	Somewhat Dissatisfied	35	2.0	2.1	3.7
	Neutral	159	8.9	9.8	13.5
	Satisfied	806	44.9	49.5	63.0
	Very Satisfied	602	33.6	37.0	100.0
	Total	1628	90.7	100.0	
Missing	System	166	9.3		
Total		1794	100.0		

**PERCEPTION OF TREATMENT PLANNING**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 18.3% reported that they were Very Satisfied, 50.8% reported they were Satisfied, 23.4% were Neutral, 5.7% were Somewhat Dissatisfied and 1.9% were Dissatisfied. Additionally, 3.8% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Participation of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	33	1.8	1.9	1.9
	Somewhat Dissatisfied	98	5.5	5.7	7.6
	Neutral	404	22.5	23.4	31.0
	Satisfied	876	48.8	50.8	81.7
	Very Satisfied	315	17.6	18.3	100.0
	Total	1726	96.2	100.0	
Missing	System	68	3.8		
Total		1794	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 17.6% reported that they were Very Satisfied, 50.9% reported they were Satisfied, 23.4% were Neutral, 6.1% were Somewhat Dissatisfied and 2.1% were Dissatisfied. Additionally, 5.1% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	35	2.0	2.1	2.1
	Somewhat Dissatisfied	104	5.8	6.1	8.2
	Neutral	398	22.2	23.4	31.6
	Satisfied	866	48.3	50.9	82.4
	Very Satisfied	299	16.7	17.6	100.0
	Total	1702	94.9	100.0	
Missing	System	92	5.1		
Total		1794	100.0		

## GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 27.0% reported that they were Very Satisfied, 50.9% reported they were Satisfied, 16.8% were Neutral, 3.0% were Somewhat Dissatisfied and 2.3% were Dissatisfied. Additionally, 2.5% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	40	2.2	2.3	2.3
	Somewhat Dissatisfied	52	2.9	3.0	5.3
	Neutral	294	16.4	16.8	22.1
	Satisfied	891	49.7	50.9	73.0
	Very Satisfied	473	26.4	27.0	100.0
	Total	1750	97.5	100.0	
Missing	System	44	2.5		
Total		1794	100.0		

## AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 3.98; 1,665 responses), the Cultural Sensitivity of their treatment (indicated by a subscale score of 4.23; 1,628 responses), their Participation in Treatment Planning (indicated by a subscale score of 3.79; 1,726 responses), their Outcomes (indicated by a subscale score of 3.81; 1,702 responses) and were Generally Satisfied with their services (indicated by a subscale score of 4.02; 1,750 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	1665	1.00	5.00	3.98	.89
Average: Perception of Cultural Sensitivity	1628	1.00	5.00	4.23	.76
Average: Perception of Participation in Treatment Planning	1726	1.00	5.00	3.79	.83
Average: Outcomes	1702	1.00	5.00	3.81	.83
Average: General Satisfaction	1750	1.00	5.00	4.02	.82
Valid N (listwise)	1456				

# YOUTH SERVICES SURVEY (YSS)\* - for youth ages 13-18

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** EXAMPLE: Correct ● Incorrect ✗

## Approximately, how long have you received services here?

- ☐ This is my first visit here.      ☐ 1 - 2 Months      ☐ More than 1 year  
☐ I have had more than one visit but I have received services for less than one month.      ☐ 3 - 5 Months      ☐ 6 months to 1 year

Please answer the following questions based on the **last 6 months** OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## As a result of the services I received:

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and / or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please provide comments here and /or on the back of this form, if needed.

We are interested in both positive and negative feedback.

Continued on the Next Page...

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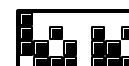
Y

-

E

N

-



Please answer the following questions to let us know a little about you.

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? (mark all that apply.)
- ☐ White / Caucasian ☐ American Indian / Alaskan Native ☐ Unknown
- ☐ Black / African American ☐ Native Hawaiian / Other Pacific Islander
- ☐ Asian ☐ Other

4. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

		-			-				
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

EXAMPLE: Date of birth on April 30, 1987:

1. Write in your date of birth → 04 - 30 - 1987

2. Fill in the corresponding circles

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

5. In the **past MONTH**, how many times have you been arrested for any crimes?
- ☐ No arrests ☐ 1 arrest ☐ 2 arrests ☐ 3 arrests ☐ 4 or more arrests

6. How often were you absent from school during the **last MONTH**?
- ☐ 1 day or less ☐ 3 to 5 days ☐ More than 10 days ☐ Do not remember
- ☐ 2 days ☐ 6 to 10 days ☐ Not applicable ☐ Not in school

7. Were the services you received provided in the language you prefer? ☐ Yes ☐ No

8. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? ☐ Yes ☐ No

9. Please identify who helped you complete any part of this survey (mark all that apply):
- ☐ I did not need any help. ☐ A professional interviewer helped me.
- ☐ A mental health advocate / volunteer helped me. ☐ My clinician / case manager helped me.
- ☐ Another mental health consumer helped me. ☐ A staff member other than my clinician or case manager helped me.
- ☐ A member of my family helped me. ☐ Someone else helped me. Who?: \_\_\_\_\_

**Thank you for taking the time to answer these questions!**

**FOR OFFICE USE ONLY:**

Date of Survey Administration: 1 1 - - 2 0 0 3

County Question #1: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #2: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

County Question #3: ☐ 01 ☐ 02 ☐ 03 ☐ 04 ☐ 05 ☐ 06 ☐ 07 ☐ 08 ☐ 09 ☐ 10  
☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18 ☐ 19 ☐ 20

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**CSI County Client Number**

0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

**Reason:**

☐ Ref ☐ Imp ☐ Lan ☐ Oth

27557